

SIPOC System Map w/ Feedback Loops

Document Control # 10087SUPPORT FOR (AGENCY): DFRFOCUS AREA: Intake Interviews

FEEDBACK LOOPS:

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<u>Suppliers</u>	<u>Inputs</u>	<u>Processes/Functions</u>	<u>Outputs</u>	<u>Customers</u>
Applicant	Verification items (resource, income and expenses information)	<u>Primary:</u> Get case file with interview date and time File as a Pending Application	Pending or authorized case	Applicant
Client	Personal information	Deny Application if client did not come to interview or reschedule by 31st day	Correct benefits/decisions Case ready for eligibility determination	Clients Community (vendors, landlords, etc.)
Pre-screener	Policy	Interview day-confirm appointment. e.g. check ICES or phone messages for arrival/or phone interview	Timely case processing	Supervisors
Other agencies	Case files	Start AE process with AECSQ in ICES- Interview driver flow-record answers to interview questions	Ongoing Case file	Medical Review Team
Authorized Rep		Collect verifications-non-financial, resources and financial	Clients	Nursing Homes
Community (vendors, employers, landlords, banks, etc.)		Copy and date stamp verifications	Medicaid Disability timely processing (as well as other timely processing guidelines)	Hospitals
Central Office		CW explains forms and applicant signs (mail for phone interview)		
Other Counties				
Interpreters				

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<p><u>Nursing Homes</u></p>		<p>Determine non-financial, resource and financial eligibility or determine what information the client is missing CW completes and give client Form # 2032 for pending verifications including deadline-pending letter for lack of needed documentation-have 10 days from date of appointment or 30 days from app date to comply whichever Opportunity to ask questions, request help with verifications Provide help to get verifications as needed *items below usually done without client being there Organize case files Send reminder alerts (AEFEC)- future items like scheduled to receive unemployment benefits in a month Check for accuracy Case comments File case appropriately Language interpretation services through language line service **Note there are programs offered through DFR that do not use ICES for eligibility determination. For Example: Burial Assistance, HCI, CSHCS, RCAP, IV-E FC & AAP. (next level)</p> <p>Supporting: Technical: 10127 ICES INTERNET CITRIX</p>	<p>Completed by:</p>	<p>Joan Cartwright</p>
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